

Sec. 29. Section 8.6, Code Supplement 2007, is amended by adding the following new subsection:

NEW SUBSECTION. 16. DESIGNATION OF SERVICES

- a. Establish a process by which the department, in consultation with the department of administrative services, shall determine which services provided by the department of administrative services shall be funded by an appropriation and which services shall be funded by the governmental entity receiving the service.
- b. Establish a process for determining whether the department of administrative services shall be the sole provider of a service for purposes of those services which the department determines under paragraph "a" are to be funded by the governmental entities receiving the service.
- c. Establish, by rule, a customer council responsible for overseeing the services provided solely by the department of administrative services. The rules adopted shall provide for all of the following:
 - (1) The method of appointment of members to the council by the governmental entities required to receive the services.
 - (2) The duties of the customer council which shall be as follows:
 - (a) Annual review and approval of the department of administrative services' business plan regarding services provided solely by the department of administrative services.
 - (b) Annual review and approval of the procedure for resolving complaints concerning services provided by the department of administrative services.
 - (c) Annual review and approval of the procedure for setting rates for the services provided solely by the department of administrative services.
 - (3) A process for receiving input from affected governmental entities as well as for a biennial review by the customer council of the determinations made by the department of which services are funded by an appropriation to the department of administrative services and which services are funded by the governmental entities receiving the service, including any recommendations as to whether the department of administrative services shall be the sole provider of a service funded by the governmental entities receiving the service. The department, in consultation with the department of administrative services, may change the determination of a service if it is determined that the change is in the best interests of those governmental entities receiving the service.
- d. If a service to be provided may also be provided to the judicial branch and legislative branch, then the rules shall provide that the chief justice of the supreme court may appoint a member to the customer council, and the legislative council may appoint a member from the Senate and a member from the House of Representatives to the customer council, in their discretion.